

RTFT Goals and Performance Measures

1. Reduce the percentage of comments that result in claims being suspended by 10 percent.
2. Adopt the 11 claims processing administrative simplification policies put forth by the Washington Forum for HealthCare.
3. Review and revise Billing Instructions and text files regarding inpatient hospital services, dental care and Medicare Crossovers.
4. Reduce the percentage of claims suspended (pending) by 10 percent
5. Reduce the percentage of re-bills by 10 percent
6. Reduce the percentage of denied claims by 10 percent.
7. Reduce the number of claims status and client eligibility calls to the provider toll free line by 20 percent
8. Pilot, modify and adopt a decision management process that is cross-divisional
9. Review the number of dental forms we permit dentists to use and reduce the number if necessary.

RTFT Guiding Principles:

Here are the guiding principles MAA will use to select quality improvement projects that address those performance measures:

- **Win-win:** Affects multiple providers and MAA
- **Quick win:** Can be implemented within 30 to 60 days without information system changes
- **Significant relief:** Represents a high-cost, high-volume and/or high-frequency headache
- **Affordable:** Can be implemented at a reasonable cost (MMIS changes, staff time, etc)
- **Enduring:** Will have lasting impact
- **Administrative simplification:** Aligns policy/procedure/practice with other third-party payers

- **Caution:** Ensure that changes in policy/procedure/practice do not compromise MMIS databases, payments or program integrity